

EDUCATION

Catholic University of America, Washington, DC May 2012 B.S. Business Management

Bowie State University, Bowie, MD

Master of Business Administration, In-progress

PROFESSIONAL EXPERIENCE

United States Senate, Office of Senator Sheldon Whitehouse

Administrative Director November 2021-Present

- Plans, directs, controls, implements, evaluates, monitors, and forecasts budgets and cost in each division to achieve financial objectives. (\$3.5 million budget)
- Negotiating contracts and agreements with vendors.
- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with company policy.
- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency
 and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates business procedures.
- Implements policies and procedures that will improve day-to-day operations.
- Ensures work environments are adequate and safe; implementing Covid safe practices and contingencies plans.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.

Mike Rosenbaum for Maryland Governor

Director of Scheduling & Advance/Operations July 2021-November 2021

- Manage the day-to-day scheduling, communication, and prioritization for the principal(s) time, this includes both the candidate for Governor and future Lt. Governor candidate
- Prepare the daily candidate schedule for senior staff and principal(s) and distributes including necessary briefing materials
- Collaborate with other departments to maintain a fluid schedule and optimizes systems to best serve principal(s) needs
- Oversee advance and logistics around campaign events and principal traffic.
- Manage 1-2 staff to support advance operation, including a body person.
- Participates in the hiring and training of departmental managers.
- Organizes and oversees the work and schedules of departmental managers.
- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with company policy.
- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency
 and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates business procedures.
- Implements policies and procedures that will improve day-to-day operations.

- Ensures work environments are adequate and safe; implementing Covid safe practices and contingencies plans.
- Oversees manufacturing, purchasing, and sales departments, ensuring each is reaching goals set by departmental and company leadership.
- Plans, directs, controls, implements, evaluates, monitors, and forecasts budgets and cost of sales in each division to achieve financial objectives.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Leads coordination and integration of efforts among operations, engineering, technology, and customer service divisions to produce smoother workflow and more cost-effective business processes.

United States House of Representatives, Office of Congressman John Lewis (GA-05) Director of Operations/Senior Advisor January 2014-December 2020

- Collaborated with the Chief of Staff, legislative team, and communications staff to manage Congressman Lewis' schedule balancing legislative priorities, committee and leadership obligations, and constituent needs.
- Managed speaking and meeting requests, arranging seamless travel arrangements aligning with the Member's needs and preferences.
- Drafting briefing memos, documents and other materials to assist in preparation for meetings, congressional briefings, discussions, and conferences.
- Managed and directed overall project team activities. Monitored progress in addition to project health, capacity planning, developing and mentoring staff, and internal process improvement activity.
- Provided recruitment support to hiring managers including developing positions descriptions, recruitment advertising, reviewing resumes and screening applicants and managing the interview process. Oversaw preparation of new hire orientation and manage on and off-boarding processes.
- Managed the acquisition of office equipment keeping within the members yearly allowance and directed administrative support services, including budget, payroll, purchasing, department records, and human resources functions.
- Evaluate critical business processes. Undertake needs-based and situational assessments of policies and procedures to enhance operational efficiency.
- Implement performance benchmarks while monitoring progress against established industry metrics. Update expertise on products, services, techniques and relevant tools.
- Act as a liaison between clients, vendors, support staff, and other management partners to facilitate information flow and drive efficiency.
- Collaborated with communications staff with social media strategies to promote legislation and commemorate important events. Utilize social media insights and metrics to identify potential improvements regarding constituents' experience with the office. Increased @Repjohnlewis followers up 100% which resulted in the congressman's Twitter being placed in top 5 of all members for most hits.
- Analyzed reports and information through Intranet Quorum to evaluate the effectiveness of program campaigns or legislation. Performing market research of constituent needs and wants. Assisting in recommending innovative and cutting-edge strategies.
- Crafted and delivered detailed communications, both written and verbal, on behalf of the congressman to constituents on a multitude of topics.
- As Senior Advisor I was responsible for prioritizing legislative meetings that met the needs of most of our congressional objectives and goals. Effectively connecting with stakeholders to maximize our outreach and appeal.
- collaborated with senior staff on the congressman's website functionally which allowed for a more efficient workflow. Ie Categorizes Constituents mail by issue areas which better offers constituents a better online experience. Allowing the website to be more user friendly for both staffers and constituents.

United States House of Representatives, Office of Congressman John Lewis (GA-05) Special Assistant/Legislative Aide December 2010- January 2014

- Created, posted, and monitored social media platforms.
- Provide strategic assistance to the Congressman and Chief of Staff with a focus on internal staff management and external relations, to implement stated goals. Develop position descriptions in conjunction with the Chief of Staff, in addition to preparing and posting position advertisements.
- Planned and coordinated policy initiatives, business development events, staff retreats, congressional receptions and fundraisers.
- Serve as a liaison for personnel matters between internal staff and the Office of Payroll and Benefits. Reconcile travel expenses, track expense reimbursements, and file confidential information such as methods of payment.
- Completed staff orientation seminars for approximately 30 interns, and support staff.
- Briefed Congressman on policy issues specific to arts and cultural commemoratives in addition to sports/fitness prepared and delivered remarks regarding the Congressman legislative efforts pertaining to The Smithsonian NMAAHC museum opening event.
- Crafted and delivered detailed communications, both written and verbal, on behalf of the congressman to constituents on a multitude of topics.

United States House of Representatives, Office of Congressman John Lewis (GA-05), *Intern* April 2010-December 2010

- Answered phone calls regarding constituents' comments or concerns about current legislation
- Ordered and distributed office supplies while adhering to office budget
- Managed office supplies, vendors, organization and upkeep
- Provided support to staff members in researching congressional records, monitoring
- congressional hearings, and maintaining records on all legislative actions.
- Arranged tours for constituents and other visitors of the U.S. Capitol, White House, Pentagon, and other government agencies, including the handling of sensitive, confidential personal information
- Created, posted, and monitored social media platforms

PROFESSIONAL DEVELOPMENT/SKILLS

- Accounting for Managers
- Behavioral Management
- Xerox Certified
- Workforce Diversity training
- Sexual Harassment in Workforce Training
- Proficient in Microsoft Office Suite